

Property Tax FAQ

In response to the COVID-19 pandemic, the Municipality of Brockton has announced financial measures to help ease the economic impact to taxpayers for the March 31st and May 29th tax bills. The Municipality of Brockton will waive penalty and interest charges incurring on unpaid balances for April, May and June for the two interim property tax payments. This fact sheet is intended to answer some resident's questions.

Do the tax due dates change?

No, the Municipality will continue to provide regular billings and the original due dates of March 31st and May 29th apply. If a resident chooses to not pay their tax bill due to financial hardship, no penalty or interest will be charged from March 31st to June 30th, 2020.

Is the interest accumulated on the outstanding balance if we do not pay on the required due dates?

No, interest will be applied to the account based on the outstanding balance at the end of June 30th, 2020.

Example: Taxes of \$500.00 due March 31st - If the balance of \$500.00 was not paid by June 30th, 2020 this would result in the account being charged 1.25% penalty and 1.25% interest on the total outstanding balance. Resulting in a required payment of \$512.50 as of July 1st, 2020. ($\$500 \times 1.25\% \text{ penalty} = \6.25) + ($\$500 \times 1.25\% \text{ interest} = \6.25)

I pay my taxes with my mortgage. Are the tax payments I make to my mortgage company deferred?

The Municipality has not changed property tax due dates. Your mortgage agreement provides your tax payment requirements. Please contact your mortgage company to determine if an adjustment can be made to your mortgage payment

How do I pay my taxes while the office is closed?

- **Pre-authorized Payment Plan:** Automatic withdrawals from your bank account on the 15th day of each month or automatic withdrawals from your bank account on the four installment due dates.
- **Telephone or Internet Banking:** Check with your financial institution for set-up, and allow up to 5 business days for processing. (Note: Use your property roll number for your account number and use all 19 digits. If only 15 digits are allowed, leave off the last four zeroes.)
- **Mail:** Allow up to 5 business days for processing.
- **Post-dated cheques** can be dropped off at the municipal office or mailed. Send in your tax stubs with your post-dated cheques to ensure payment is applied correctly. Cheque payments can be dropped in the night deposit box located in the front door of the municipal office.

What happens if I have already dropped off postdated cheques?

Post-dated cheques for the March 31st and May 29th instalments will be processed. If you would like to have the **May 29th** payment held until a later date, a written request is required and should be received by **May 1st** to ensure adequate processing time.

What will happen if I am on Preauthorized Payment Plan?

Established pre-authorized payment plans will continue as per usual. Please contact Municipal staff at 519-881-2223 or kmerchant@brockton.ca if you would like to withdraw from your pre-authorized payment option during this period.

Will there be any changes to my water billing?

All water bills will continue based on individual consumption and By-law 2020-018 – Water Service Rates and Charges. The due date for water bills remains unchanged (March 31st, 2020 for the West side of Walkerton and Chepstow and April 30th, 2020 for the East side of Walkerton and Lake Rosalind).

Will my water be disconnected if I do not pay my account?

No, at this time the Municipality is not issuing disconnection notices

How do I pay my utilities?

- Pre-authorized Payment Plan
- Telephone or Internet Banking
- Mail
- After hours drop Box: Located outside the Municipal office
- In person at your bank or financial institution

If I have a water emergency, who do I call?

Call the Municipal office during regular business hours, Gregory Furtney 519-881-2223 x 134 gfurtney@brockton.ca. After hours, please call Veolia Water 519-881-1474

Please contact the staff below for any questions:

- General Inquiries -email Marilyn Al, mal@brockton.ca, or call 519-881-2223 x 121
- Accounts receivable -email Jane Schiestel jschiestel@brockton.ca, or call 519-881-2223 x 128
- Property taxes - email Katie Merchant, kmerchant@brockton.ca, or call 519-881-2223 x 132
- Water/sewer - email Anne Graf agraf@brockton.ca, or call 519-881-2223 x 133

Symptoms of COVID 19:

Symptoms of COVID 19 range from mild – like the flu and other common respiratory infections – to severe, and can include fever, cough and difficulty breathing. Complications from COVID-19 can include serious conditions, like pneumonia or kidney failure, and in some cases, death.

There are no specific treatments for COVID-19, and there is no vaccine that protects against coronaviruses. Most people with common human coronavirus illnesses will recover on their own.

Health authorities recommend drinking plenty of fluids, getting rest and sleeping as much as possible and trying a humidifier or a hot shower to help with a sore throat or cough.

Individuals can assist in slowing the spread of COVID-19 in the following ways:

- Frequent hand washing
- Refrain from touching face
- Keep a distance of 1-2 metres between people
- Avoid shaking hands
- Stay home if sick and call telehealth to report symptoms
- Avoid crowds and large gatherings
- Minimize all non-essential travel, anyone returning to Canada is required to self-isolate for fourteen days